

**ATTACHMENT 4:
LETTER OF ASSURANCE**

**DEPARTMENT OF WORKFORCE DEVELOPMENT
and
DEPARTMENT OF HEALTH AND FAMILY SERVICES**

CIVIL RIGHTS COMPLIANCE ASSURANCES

As a condition of funding under this contract, _____
_____ (Recipient/Sub-recipient name and
address) provides the following assurances:

- (1) Services will be provided without discrimination in compliance with: Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title VI and XVI of the Public Health Service Act, the Age Discrimination Act of 1975, the Omnibus Budget Reconciliation Act of 1981, and the Americans with Disabilities Act (ADA) of 1990.

No otherwise qualified person, shall be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination in any manner on the basis of age, race, color, disability, association with a person with a disability, gender, creed or religion, arrest or conviction, national origin, ancestry, political belief or affiliation. This policy covers eligibility for and access to service delivery and treatment in all programs and activities.

If staff who are able to converse with a deaf or hard of hearing person in American Sign Language (ASL) is not available, _____ (Recipient/Sub-recipient name) will provide nationally-certified or Wisconsin Interpreting and Translating Assessment (WITA)-verified sign language interpreters to assist deaf and hard of hearing applicants. These persons will also offer other options for effective communication (such as using FM radio stations and real-time captioning) to deaf and hard of hearing clients who do not use ASL in order to provide equal access.

Provide LEP applicants/participants written notice of their right to receive oral interpretation free of charge, written material in their primary language.

Provide translation of all written materials for each LEP group of 10% or 3,000, whichever is less, of the population eligible to be served or likely to be directly affected by programs in the service area.

Provide translation of vital documents, for each eligible LEP group that constitutes at least 5% or 1,000 individuals, whichever is less, for the population eligible to be served or likely to be directly affected by programs in the service area. Vital documents are paper or electronic documents that contain information that is critical for accessing the provider/agency services and/or benefits, or is required by law. They include, but are not limited to, applications/registrations, consent forms, letters containing information regarding eligibility or

participation criteria, and notices pertaining to the approval, reduction, denial or termination of services or benefits, that require a response from beneficiaries, and/or that advise of free language access.

You will translate any document in the primary language of an applicant/participant upon request and free of charge.

Staff will receive training on the Civil Rights Compliance Standards as well as cultural competence training as it relates to working with persons with disabilities, and other protected status groups covered by these standards.

Programs will be made accessible as appropriate in compliance with the Americans with Disabilities Act (ADA). Informational materials will be posted and/or available in languages and formats appropriate to the needs of the population eligible to be served or likely to be directly affected by programs in the service area.

- (2) No otherwise qualified person shall be excluded from employment, be denied the benefits of employment or otherwise be subjected to discrimination in employment in any manner or term of employment on the basis of age, race, religion, color, sex, national origin or ancestry, disability (as defined in Section 504 and the ADA), or association with a person with disability, physical condition, developmental disability (as defined in s. 51.05 (5), Wis. Stats.), arrest or conviction record (in keeping with s. 111.321, Wis. Stats.), sexual orientation, marital status, or pregnancy, political belief or affiliation, military participation, All employees are expected to support goals and programmatic activities relating to nondiscrimination in employment.
- (3) The Equal Opportunity Policy, the name of the Equal Opportunity Coordinator, the name of the Limited English Proficiency Coordinator, and the discrimination complaint process shall be posted in conspicuous places available to applicants and clients of services, and applicants for employment and employees. The complaint process will be according to the Department of Workforce Development and the Department of Health and Family Services standards.
- (4) To assist in complying with all applicable equal opportunity rules, regulations and guidelines, I have appointed (Name) _____ (Title) _____, as the Equal Opportunity Coordinator. He or she may be reached on (Days) _____ from (Hours) _____ at (Telephone No.) _____
- (5) To assist in complying with all applicable Limited English Proficiency rules, regulations and guidelines, I have appointed (Name) _____ (Title) _____, as the Limited English Proficiency Coordinator. He or she may be reached on (Days) _____ from (Hours) _____ at (Telephone No.) _____
- (6) The _____ (Recipient/Sub-recipient) agrees to comply with civil rights monitoring reviews, including the examination of records and relevant files maintained by the

agency, as well as interviews with staff, clients, applicants for services, subcontractors, and referral agencies.

- (7) The _____ (agency) agrees to cooperate with the Department in developing, implementing, and monitoring corrective action plans that result from complaint investigations or other monitoring efforts.
- (8) This Civil Right Assurance letter covers the funding period from _____ to _____.

Sincerely,

(Signature of Executive Director or CEO)

(Title)

(Print Name)

(Date)

Submit to:

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| DHFS David Duran Civil Rights Compliance Officer DHFS AA/CRC Office One West Wilson Street, Room 561 P.O. Box 7850 Madison, WI 53707-7850 (608)-266-9372 Voice (608)-267-2147 Fax (608)-266-2555 TTY | DWD Civil Rights Unit Division of Workforce Solutions Bureau of Division-Wide Services, Human Resources Section 201 E. Washington Ave P.O. Box 7971 Madison, WI 53707 William Franks (608)-266-6889 Earnestine Moss (608)-266-5335 Elayne Moore (608)-264-9820 |
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